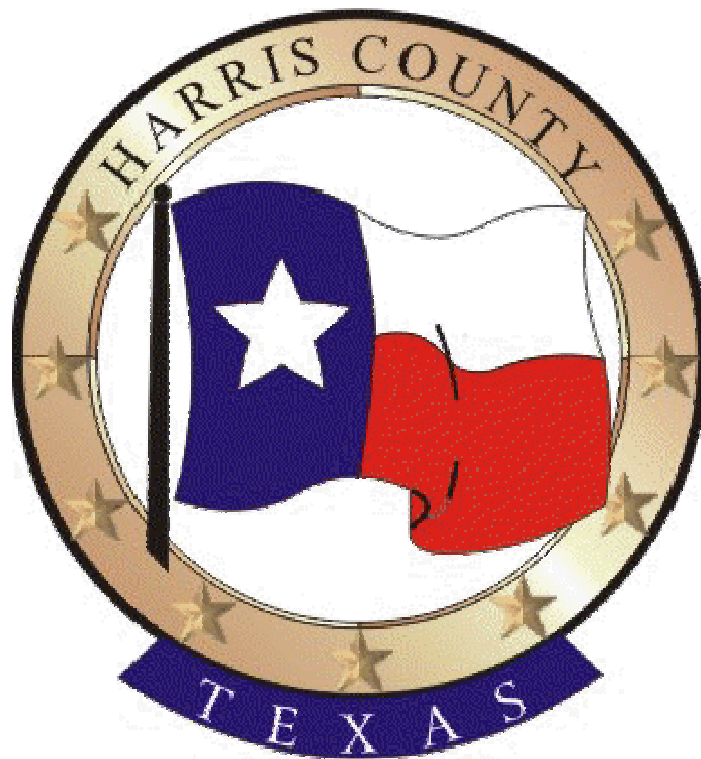


Employee Training Class And Wellness Program Schedule September 2011 - February 2012



For Additional Information, Contact

Human Resources & Risk Management
713-755-4843

<http://www.hctx.net/training/>

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Harris County Human Resources & Risk Management Guide to Employee Training Classes



Distance Learning

Selected HR & RM training classes on various topics are available by Distance Learning to Harris County managers, supervisors, and employees. Dates/times/locations and registration announcements will be available in the quarterly training flyers and through email announcements.

REGISTRATION IS OPEN for September 2011 - February 2012

The website address for registration is <http://www.hctx.net/training/>. Employees who do not have access to the online system should contact their supervisor for help in accessing the online registration system. Supervisors may contact the registrar of the appropriate department for additional help. As always, if an employee cannot attend, please contact our office to cancel or schedule a substitute. Supervisors will be notified of those employees who registered but did not attend or did not cancel.

NOTE: All HR & RM training classes in the training flyer schedule offer topics and materials that can be covered fully during the time period allotted.

CLASSROOM ETIQUETTE: Turn off cell phones and pagers or put them on vibrate. Employees are asked to limit cell phone calls and sidebar conversations to break periods while attending classes. Instructors reserve the right to ask non-cooperative employees to leave class to avoid further disruption and distractions to other attendees. In the event that an employee is asked to leave, HR & RM Training will notify the employee's supervisor.

NOTE: Class room doors are closed 5 minutes after the class is scheduled to begin. Once the door is closed, late arrivals may not enter, but should leave the area and notify their supervisor and ask permission to re-schedule at another time and date.

COMPLIANCE WITH ADA: Harris County offers reasonable accommodation for persons attending classes as required by the ADA. Please call HR & RM at 713-755-4396, 713-755-4843, or 713-755-7058 a minimum of two weeks prior to the event date if you require accommodation.

Management Training

WHO SHOULD ATTEND: Newly promoted managers, supervisors or team leaders who need to learn compliance with employment law or the essentials of supervision or those managers, supervisors and team leaders who want new skills or want to sharpen already acquired skills.

*** This class is available to Managers and Supervisors Only.**

Course	Day	Date	Time	Location	Hours
* Maintaining Incredible Focus and Concentration	Thursday	September 15	1:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	3.5
* HR Laws, Policies, and Procedures	Tuesday	September 27	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0
* Preventing Sexual Harassment in the Workplace	Tuesday	October 11	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0
* Managing Change	Thursday	October 27	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
* Leading Across Generations	Thursday	December 1	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
* Leading and Managing	Friday	December 16	8:30 am – 3:30 pm	1310 Prairie, Suite 230 Training Room	6.0
* Preventing Sexual Harassment in the Workplace	Thursday	January 12	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0

Professional Development Training

WHO SHOULD ATTEND: Employees who have their supervisor's approval to attend class to acquire new skills or sharpen already acquired skills to improve on the job performance.

These classes are open to all employees with supervisory approval.

Course	Day	Date	Time	Location	Hours
Generational Issues in the Workplace	Friday	September 9	8:30 am – 3:30 pm	1310 Prairie, Suite 230 Training Room	6.0
Take Charge – Wise Use of Credit Cards	Tuesday	September 13	11:30 am – 1:00 pm	1310 Prairie, Suite 230 Training Room	1.5
Preventing Sexual Harassment in the Workplace	Tuesday	September 13	3:00 pm – 4:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Customer Service Excellence	Thursday	September 15	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	4.0
Projecting Professionalism	Tuesday	September 20	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Power Tools – Proofing Practice	Tuesday	September 20	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5

Flexibility and Openness	Thursday	September 22	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Adapting to Change	Thursday	September 22	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Assertiveness in Action	Thursday	September 29	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Under Construction – Punctuation Booster	Thursday	September 29	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
The Glass is Half Full! Shifting Perception to Achieve Results	Tuesday	October 4	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Peer Today, Boss Tomorrow	Tuesday	October 4	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
The Dirty Dozen	Thursday	October 6	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Under Construction – Grammar and Usage Booster	Thursday	October 6	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Dealing with Difficult People	Thursday	October 27	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
CreditAbility: Build a Strong Credit History	Tuesday	November 8	11:30 am – 1:00 pm	1310 Prairie, Suite 230 Training Room	1.5
Conflict or Cooperation	Tuesday	December 6	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Construction Zone – Tone Booster	Tuesday	December 6	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Construction Zone	Thursday	December 8	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Conflict or Cooperation – Button Pushers	Thursday	December 8	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5
Three Steps to Getting Things Done	Tuesday	December 13	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Transition and Diversity	Thursday	December 15	8:30 am – 3:30 pm	1310 Prairie, Suite 230 Training Room	6.0
Conflict Resolution	Thursday	January 12	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Generational Issues in the Workplace	Friday	January 13	8:30 am – 3:30 pm	1310 Prairie, Suite 230 Training Room	6.0
Minutes Matter	Tuesday	January 17	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Notary Training and Certification	Tuesday	January 17	1:00 pm – 4:00 pm	1310 Prairie, Suite 230 Training Room	3.0
Power Tools	Thursday	January 19	8:30 am – 12:00 pm	1310 Prairie, Suite 230 Training Room	3.5
Construction Zone – Microsoft Word Tips Booster	Thursday	January 19	1:00 pm – 2:30 pm	1310 Prairie, Suite 230 Training Room	1.5

Wellness Training

Course	Day	Date	Time	Location	Hours
WLS: Bullying & Internet Safety for Parents	Wednesday	September 7	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	1.5
WLS: Great Holiday Expectations	Wednesday	November 9	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
WLS: Anger Management & Emotional Intelligence	Wednesday	December 7	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
12 Week Course: Wellness at Work 2.0	Wednesdays	January 11 – March 28	12:00 pm – 1:00 pm	1310 Prairie, Suite 230 Training Room	XXXXX
WLS: Be a Black Belt in Wellness	Wednesday	January 18	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
WLS: Resiliency-Getting Back Up and Keeping It Going!	Wednesday	February 1	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
WLS: Are You at Risk for Metabolic Syndrome?	Wednesday	February 15	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0

Distance Learning Training

Course	Day	Date	Time	Location	Hours
WLS: Bullying & Internet Safety for Parents	Wednesday	September 7	8:30 am – 10:30 am	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
WLS: Bullying & Internet Safety for Parents	Wednesday	September 7	8:30 am – 10:30 am	Comm. Pct. 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084	2.0
WLS: Bullying & Internet Safety for Parents	Wednesday	September 7	8:30 am – 10:30 am	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
Preventing Sexual Harassment in the Workplace	Tuesday	September 13	3:00 pm – 4:30 pm	Comm. Pct. 1 El Rio Service Center 7901 El Rio Houston, Texas 77054	1.5
Preventing Sexual Harassment in the Workplace	Tuesday	September 13	3:00 pm – 4:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5

Preventing Sexual Harassment in the Workplace	Tuesday	September 13	3:00 pm – 4:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Preventing Sexual Harassment in the Workplace	Tuesday	September 13	3:00 pm – 4:30 pm	Children's Assessment Center 2500 Bolsover Houston, Texas 77005	1.5
Power Tools – Proofing Practice	Tuesday	September 20	1:00 pm – 2:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Power Tools – Proofing Practice	Tuesday	September 20	1:00 pm – 2:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Adapting to Change	Thursday	September 22	1:00 pm – 2:30 pm	Comm. Pct. 1 El Rio Service Center 7901 El Rio Houston, Texas 77054	1.5
Adapting to Change	Thursday	September 22	1:00 pm – 2:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Adapting to Change	Thursday	September 22	1:00 pm – 2:30 pm	Comm. Pct. 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084	1.5
Adapting to Change	Thursday	September 22	1:00 pm – 2:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
* HR Laws, Policies, and Procedures	Tuesday	September 27	1:00 pm – 4:00 pm	Comm. Pct. 1 El Rio Service Center 7901 El Rio Houston, Texas 77054	3.0
* HR Laws, Policies, and Procedures	Tuesday	September 27	1:00 pm – 4:00 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	3.0
* HR Laws, Policies, and Procedures	Tuesday	September 27	1:00 pm – 4:00 pm	Comm. Pct. 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084	3.0
* HR Laws, Policies, and Procedures	Tuesday	September 27	1:00 pm – 4:00 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	3.0

* HR Laws, Policies, and Procedures	Tuesday	September 27	1:00 pm – 4:00 pm	Children's Assessment Center 2500 Bolsover Houston, Texas 77005	3.0
Under Construction – Punctuation Booster	Thursday	September 29	1:00 pm – 2:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Under Construction – Punctuation Booster	Thursday	September 29	1:00 pm – 2:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Under Construction – Punctuation Booster	Thursday	September 29	1:00 pm – 2:30 pm	PHES 2223 West Loop South, Room 532 Houston, Texas 77027	1.5
Peer Today, Boss Tomorrow	Tuesday	October 4	1:00 pm – 2:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Peer Today, Boss Tomorrow	Tuesday	October 4	1:00 pm – 2:30 pm	Comm. Pct. 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084	1.5
Peer Today, Boss Tomorrow	Tuesday	October 4	1:00 pm – 2:30 pm	Comm. Pct. 3 Fonteno SEC 6600 Bissonnet Houston, Texas 77074	1.5
Peer Today, Boss Tomorrow	Tuesday	October 4	1:00 pm – 2:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Under Construction – Grammar and Usage Booster	Thursday	October 6	1:00 pm – 2:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Under Construction – Grammar and Usage Booster	Thursday	October 6	1:00 pm – 2:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Under Construction – Grammar and Usage Booster	Thursday	October 6	1:00 pm – 2:30 pm	Children's Assessment Center 2500 Bolsover Houston, Texas 77005	1.5
* Preventing Sexual Harassment in the Workplace	Tuesday	October 11	1:00 pm – 4:00 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	3.0

* Preventing Sexual Harassment in the Workplace	Tuesday	October 11	1:00 pm – 4:00 pm	Comm. Pct. 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084	3.0
* Preventing Sexual Harassment in the Workplace	Tuesday	October 11	1:00 pm – 4:00 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	3.0
* Preventing Sexual Harassment in the Workplace	Tuesday	October 11	1:00 pm – 4:00 pm	Children's Assessment Center 2500 Bolsover Houston, Texas 77005	3.0
Dealing with Difficult People	Thursday	October 27	1:00 pm – 2:30 pm	Comm. Pct. 1 El Rio Service Center 7901 El Rio Houston, Texas 77054	1.5
Dealing with Difficult People	Thursday	October 27	1:00 pm – 2:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Dealing with Difficult People	Thursday	October 27	1:00 pm – 2:30 pm	Comm. Pct. 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084	1.5
Dealing with Difficult People	Thursday	October 27	1:00 pm – 2:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Dealing with Difficult People	Thursday	October 27	1:00 pm – 2:30 pm	Children's Assessment Center 2500 Bolsover Houston, Texas 77005	1.5
WLS: Great Holiday Expectations	Wednesday	November 9	8:30 am – 10:30 am	Comm. Pct. 1 El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
WLS: Great Holiday Expectations	Wednesday	November 9	8:30 am – 10:30 am	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
WLS: Great Holiday Expectations	Wednesday	November 9	8:30 am – 10:30 am	Comm. Pct. 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084	2.0
WLS: Great Holiday Expectations	Wednesday	November 9	8:30 am – 10:30 am	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0

Construction Zone – Tone Booster	Tuesday	December 6	1:00 pm – 2:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Construction Zone – Tone Booster	Tuesday	December 6	1:00 pm – 2:30 pm	Comm. Pct. 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084	1.5
Construction Zone – Tone Booster	Tuesday	December 6	1:00 pm – 2:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
Construction Zone – Tone Booster	Tuesday	December 6	1:00 pm – 2:30 pm	Children's Assessment Center 2500 Bolsover Houston, Texas 77005	1.5
WLS: Anger Management & Emotional Intelligence	Wednesday	December 7	8:30 am – 10:30 am	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
WLS: Anger Management & Emotional Intelligence	Wednesday	December 7	8:30 am – 10:30 am	Comm. Pct. 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084	2.0
WLS: Anger Management & Emotional Intelligence	Wednesday	December 7	8:30 am – 10:30 am	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
Conflict or Cooperation – Button Pushers	Thursday	December 8	1:00 pm – 2:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Conflict or Cooperation – Button Pushers	Thursday	December 8	1:00 pm – 2:30 pm	Comm. Pct. 3 Fonteno SEC 6600 Bissonnet Houston, Texas 77074	1.5
Conflict or Cooperation – Button Pushers	Thursday	December 8	1:00 pm – 2:30 pm	Comm. Pct. 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084	1.5
Conflict or Cooperation – Button Pushers	Thursday	December 8	1:00 pm – 2:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
* Preventing Sexual Harassment in the Workplace	Thursday	January 12	1:00 pm – 4:00 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	3.0

* Preventing Sexual Harassment in the Workplace	Thursday	January 12	1:00 pm – 4:00 pm	Comm. Pct. 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084	3.0
* Preventing Sexual Harassment in the Workplace	Thursday	January 12	1:00 pm – 4:00 pm	Comm. Pct. 3 Fonteno SEC 6600 Bissonnet Houston, Texas 77074	3.0
* Preventing Sexual Harassment in the Workplace	Thursday	January 12	1:00 pm – 4:00 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	3.0
WLS: Be a Black Belt in Wellness	Wednesday	January 18	8:30 am – 10:30 am	Comm. Pct. 1 El Rio Service Center 7901 El Rio Houston, Texas 77054	2.0
WLS: Be a Black Belt in Wellness	Wednesday	January 18	8:30 am – 10:30 am	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
WLS: Be a Black Belt in Wellness	Wednesday	January 18	8:30 am – 10:30 am	Comm. Pct. 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084	2.0
WLS: Be a Black Belt in Wellness	Wednesday	January 18	8:30 am – 10:30 am	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
Construction Zone – Microsoft Word Tips Booster	Thursday	January 19	1:00 pm – 2:30 pm	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	1.5
Construction Zone – Microsoft Word Tips Booster	Thursday	January 19	1:00 pm – 2:30 pm	Comm. Pct. 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084	1.5
Construction Zone – Microsoft Word Tips Booster	Thursday	January 19	1:00 pm – 2:30 pm	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	1.5
WLS: Resiliency-Getting Back Up and Keeping It Going!	Wednesday	February 1	8:30 am – 10:30 am	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
WLS: Resiliency-Getting Back Up and Keeping It Going!	Wednesday	February 1	8:30 am – 10:30 am	Comm. Pct. 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084	2.0

WLS: Resiliency-Getting Back Up and Keeping It Going!	Wednesday	February 1	8:30 am – 10:30 am	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0
WLS: Are You at Risk for Metabolic Syndrome?	Wednesday	February 15	8:30 am – 10:30 am	Comm. Pct. 2 Washburn Tunnel 3100 Federal Road Houston, Texas 77015	2.0
WLS: Are You at Risk for Metabolic Syndrome?	Wednesday	February 15	8:30 am – 10:30 am	Comm. Pct. 3 Glazier SEC 16600 Pine Forest Dr. Houston, Texas 77084	2.0
WLS: Are You at Risk for Metabolic Syndrome?	Wednesday	February 15	8:30 am – 10:30 am	Comm. Pct. 4 Central Office 1731 Hugh Road Houston, Texas 77067	2.0

HeartSaver AED Certification

Course	Day	Date	Time	Location
HeartSaver AED Certification	Monday	September 26	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room
HeartSaver AED Certification	Monday	September 26	1:00 pm – 5:00 pm	1310 Prairie, Suite 230 Training Room
HeartSaver AED Certification	Friday	October 21	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room
HeartSaver AED Certification	Friday	October 21	1:00 pm – 5:00 pm	1310 Prairie, Suite 230 Training Room
HeartSaver AED Certification	Monday	November 7	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room
HeartSaver AED Certification	Monday	November 7	1:00 pm – 5:00 pm	1310 Prairie, Suite 230 Training Room
HeartSaver AED Certification	Monday	December 5	8:00 am – 12:00 pm	1310 Prairie, Suite 230 Training Room
HeartSaver AED Certification	Monday	December 5	1:00 pm – 5:00 pm	1310 Prairie, Suite 230 Training Room

E-Learning Classes

E-learning courses are open to all employees with supervisory approval. To register for the following e-learning classes, email gracie.guillen@ms.hctx.net.

The Martial Art of Communication: 30 minutes

Participants will learn essential keys to reducing other people's resistance to your point of view, along with the five levels of clear, complete communication. Learn how to use martial arts to turn conflicts into success to build understanding and commitment.

Feedback and Constructive Criticism: 45 minutes

Participants will learn three steps in giving constructive criticism and fourteen guidelines for improved feedback. Learn how to present opinions and expectations to avoid or clarify misunderstandings.

19-course Customer Service & 14 Service Scenarios series is limited and on a first come, first serve basis. Employees who register for this series must take all 19 classes and the 14 Service Scenarios.

Essential Elements of Internal Customer Service (approximately 18 minutes)

All team members either serve customers directly or they service someone who does. This course illustrates the six essential elements for improving internal communication and customer service.

Essential Telephone Skills (approximately 20 minutes)

This session will address ten simple yet crucial skills which form the foundation for delivering exceptional customer service on the phone. Also, learn tips on answering a business phone, offer spoken feedback signals, and the best way to place callers on hold.

Five Forbidden Phrases (approximately 18 minutes)

This customer service training highlights the five phrases which are proven to annoy and frustrate customers. Learn how to offer positive alternatives on the phone and in-person.

Four C's of Coaching Skills (approximately 18 minutes)

Learn the difference between training, coaching, and counseling and illustrate the proven Four Cs of Coaching in a variety of service and line management situations.

From Curt to Courteous (approximately 25 minutes)

This course will address understanding and being understood in both synchronous (phone, face-to-face, and instant messaging) and asynchronous (e-mail, voicemail, fax, and letters) communication methods.

How to Avoid Emotional Leakage (approximately 7 minutes)

This course will address how not to allow negative feelings from one situation leak into an entirely unrelated situation. This program illustrates how wrong and damaging this behavior can be with external and internal examples.

How to Deal With the Foreign Accent (approximately 12 minutes)

This program explains that all customers are created equal. It includes techniques which make communications with foreign language customers easier. Realistic vignettes and characters make this course a powerful sensitivity builder.

How to Handle the Irate Customer (approximately 12 minutes)

This online session will teach a highly effective four point plan for calming irate customers. Learn quick tips for defusing angry callers, what to do if someone starts swearing, and why you should never make excuses.

How to Treat Every Caller As A Welcome Guest (approximately 10 minutes)

This course explains how incredibly important the role of the front line customer contact employee is. Whoever answers the phone IS THE COMPANY as far as your customers are concerned.

Influencing the Interaction (approximately 20 minutes)

This course identifies six practices which will help offer a more positive experience. From showing patience and tolerance to a senior citizen to the importance of avoiding common distractions in the workplace, this program raises awareness about how each team member contributes to a positive interaction.

Listening Skills (approximately 13 minutes)

Listening is a critical component when determining the needs of your customer. Doesn't everyone listen? Hearing is a physical process but listening requires mental involvement. This course introduces six Steps to help team members become better listeners.

Maintaining Customer Relationships (approximately 14 minutes)

Everyone understands the importance of excellent customer service. How do we cement a relationship with customers to move into a long-term relationship? This course emphasizes the importance of follow up and gives realistic examples of how to handle the five most common follow-up scenarios.

Proactive Customer Service (approximately 19 minutes)

Identifies and illustrates passive, average, and proactive customer service levels in a variety of situations. Covers the importance of high energy, enthusiasm, rapport building and cross selling.

Questioning Techniques (approximately 12 minutes)

Proper questioning techniques are the key when gaining needed information from a caller or customer. High level questioning techniques are a learned skill. This course introduces seven types of questioning situations and illustrates how and when to employ them. Improving questioning techniques will expand one's ability to effectively obtain valuable information to become a better problem solver.

Seven Keys to a Positive Mental Attitude (approximately 25 minutes)

This powerful program helps viewers understand that a great attitude isn't something that magically happens. Rather, it's a choice which people make in advance about how they're going to deal with life's events. Key points include choosing your attitude in advance, visualizing success, and resisting negative influences.

Six Cardinal Rules of Customer Service (approximately 18 minutes)

Learn the basics of good customer service. This program illustrates the six cardinal rules of customer service and provides tips on wrong way/right ways to give good service as well as tips on how to fight mediocrity in the workplace.

Six Steps to Service Recovery (approximately 24 minutes)

Normally, it's easy to look good when everything is going well. It's when a customer experience goes wrong that your true character shows. In today's competitive service environment merely correcting the problem isn't always enough. Learn a specific set of actions which customer-oriented organizations take whenever there's a disappointment for the customer.

That's Just Rude (approximately 14 minutes)

Explore the rudeness matrix. Course introduces and analyzes the four quadrants of the rudeness matrix. This program raises awareness about how seemingly innocent behaviors can be considered rude.

The Service Mentality (approximately 22 minutes)

This online course identifies and highlights the seven key characteristics of customer service. Employees will learn the mind-set for serving customers, offering empathy, keeping proper balance, and having the ability to bounce back.

14 Service Scenarios:

Staying on Track (approximately 5 - 8 minutes) We've all experienced those long winded callers, the folks who can't wait to tell you their life story. How do you effectively handle such callers while still providing great service?

It's Not Personal (approximately 5 - 8 minutes) It's never fun to handle a customer who is hot under the collar. And it's easy to internalize the actions of an irate customer. When you analyze such situations, the caller is normally upset about a problem and not with you specifically.

Know Your Limits (approximately 5 - 8 minutes) Recovering from service mishaps is a key component to excellent customer service. But what do you do about customers who continually push the envelope and expect you to deliver the Earth and the Moon for them?

Don't Bite the Hand That Feeds You (approximately 5 - 8 minutes) Every organization has rules and policies that you, as an employee, might not always agree with. Are there times when it's appropriate to agree with the customer about a policy they don't like? Or even trash talk your employer?

Harassment From Customers (approximately 5 - 8 minutes) We all strive to be friendly and give our clients the best service possible. But how do you handle situations when the client crosses the line of friendly and becomes inappropriate with their comments?

What's That Noise? (approximately 5 - 8 minutes) Providing excellent service to your client can be a challenge under perfect conditions. How do you handle a caller who has multiple distractions going on in the background?

To Escalate or Not to Escalate, Part 1 (approximately 5 - 8 minutes) You're trained how to handle a customer's issues. But some callers won't stay on script. How do you handle the angry customer who demands an immediate transfer to a supervisor?

To Escalate or Not to Escalate, Part 2 (approximately 5 - 8 minutes) Knowing when a customer needs to be escalated to a supervisor can be a tricky situation. Taking ownership of the caller's issue is critical. And problems can arise when a customer service rep is too quick to transfer calls.

Negative PR (approximately 5 - 8 minutes) No matter if it's being trashed on a message board or referring your company to a TV stations consumer reporter – upset customers can be a public relationship disaster.

Unreasonable and Irrational Customers (approximately 5 - 8 minutes) The customer service business is difficult enough when you're dealing with facts. But how do you react when a customer has his or her own version of reality?

Condescending Callers (approximately 5 - 8 minutes) It seems some customers make it a sport to try and talk down to you. We obviously can't reply with what we'd like to say. How do you handle such situations?

Cell Phone Difficulties (approximately 5 - 8 minutes) Although wireless technology has come a long way, there are still occasional dead spots and dropped calls. How do you handle the caller who is very difficult to understand?

Under the Influence (approximately 5 - 8 minutes) All callers deserve excellent service. But if you're in the service business long enough it's likely that you'll deal with a caller who is impaired or under the influence. What's the best way to manage these situations?

Caller Threats (approximately 5 - 8 minutes) Although extremely rare, it's important to be aware of the possibility of a caller with a big ax to grind. They may threaten you or your company in a variety of ways. Being aware of these situations and knowing who to alert about such calls is important.

Manager /Supervisor Skills Series is limited and on a first come, first serve basis with a maximum of two classes at a time. These classes are worth 1.5 hours of training credit each.

Achieving Communication Effectiveness

Learn to function more productively through improved communication to get tasks done faster with fewer mistakes. Understand the elements of communication to overcome barriers to effective listening. Learn to improve your ability to listen and interpret messages.

Coaching Job Skills

Managers/Supervisors will learn the process of developing relationships with team members to successfully achieve results to perform a job, task, or skill. Understand the special nature of coaching, one-on-one activities that involve showing a team member how to perform a task, and the importance of observation and analysis before coaching a team member. Learn to involve team members in the coaching process by asking questions and encouraging feedback.

Communicating Up

Learn how to frame communication so that a desired result is achieved. Understand the importance of framing all communication in terms of self-interest. Use questions to focus on benefits to be gained when the objective is reached. Clearly and concisely restate the decisions that resulted from communication to insure that those decisions are mutually understood.

Delegating

Delegating provides the tools necessary to develop messages that communicate the "what" and "why" of every delegated task to increase confidence and responsibility. Understand the importance of effective delegation as well

as the problems associated with the lack of delegating or delegating poorly. Encourage participation and involvement through proper delegating methods and establish responsibility and authority for a delegated task.

Developing and Coaching Others

Effectively and successfully develop team members to become better and more consistent performers. Successfully motivate, direct, and coach through a learning process to ensure learning is transferred into improved on-the-job-performance. Effectively handle “coaching moments” to improve performance on the job.

Developing Performance Goals and Standards

Establish specific measurable, attainable, results-oriented, and time-framed performance goals. Learn the steps that gain team member agreement and commitment to those performance goals. Define and establish goals, objectives, and performance standards. Involve and create team member’s own individual performance standards.

Diversity Awareness

Understand, recognize, and appreciate cultural diversity. Learn how to interact with different kinds of people and recognize the benefits and enrichment of wealth multi-culturalism can bring.

Effective Discipline

Learn effective techniques for addressing problem behaviors. Use communication skills to preserve self-respect and encourage the best kind of discipline – self-discipline. Manage discussions and recognize the importance of team member participation in defining problems and their solutions.

Essential Skills of Communication

This session provides the tools necessary to develop clear, concise messages. By focusing on communication as a two-way process, messages will be clear, well organized, and aimed at the needs and interests of the listener. By developing the essential skills of communication, managers/supervisors will improve relations with their team members and increase productivity.

Essential Skills of Leadership

In this session, participants will focus on three critical management skills to establish a methodology for productive interaction between team members and team leaders. This online class will help experienced managers, new managers, and aspiring managers refocus on the basics – the skills required to manage the individuals while also leading the team. Deal with your team members on a day-to-day basis to maintain and enhance their self-esteem. Base your discussions about performance and work habits on your team member’s behaviors rather than on their personalities or attitudes and involve your team members in goal setting, solving problems, and making decisions.

Improving Work Habits

Learn to recognize and address negative behaviors and poor work habits effectively before it becomes a disciplinary problem. Distinguish between job performance and work habits and understand the importance of dealing with unsatisfactory work habits early. Involve the individual in the process of correcting the unsatisfactory behavior and increase accountability by commitment to a clear plan of action and review progress regularly.

Managing Complaints

Many times complaints may seem unimportant; however they should all be addressed and resolved in a sensitive manner rather than ignored or dismissed. Learn how to resolve simple complaints and identify hidden agendas that so often underlie the chronic grievances. Use various techniques to solve problems while maintaining a positive relationship with team members.

Motivating Team Members

Learn implementation tools, troubleshooting guides, and additional resources to help apply skills to perform a job or task. Understand the factors that motivate to perform effectively and distinguish between motivators and dissatisfiers. Learn to create a work environment that will motivate higher performance.

Professionalism in the Office

Gain the skills needed to be more professional on the job. This session will emphasize the positive results when an employee possesses courtesy, work organization, time management skills, effective interpersonal communication skills, knowledge of organizational culture and flexibility for change. Learn how to increase your productivity by organizing work, setting priorities, and managing your time effectively. Understand all professional skills and behaviors can be learned, perfected, and used successfully in both the business world, and in one’s personal life.

Providing Performance Feedback

This session will establish performance standards and a clear and credible performance evaluation. Learn to base assessments on facts and behaviors for positive performance feedback to encourage self-motivation. Gain team member participation, agreement, and commitment to the change needed to improve performance.

Resolving Complaints

Using effective communication and management techniques, managers/supervisors can develop skills to identify the source of conflicts. Distinguish the two major sources of personality clashes and work structure problems and be aware of the positive and negative impacts of conflicts. Accept conflict as an inevitable part of all work situations, establish a cooperative atmosphere, and help individuals understand each other's point of view and lead them to agree on the facts and solution.

Supporting Change

Understand and interpret change to set a clear communication to reduce misunderstanding and anxiety. Learn to assist and involve team members as they adjust to change and follow-up to make sure adjustment to the change is going as planned.

To register, send an email to gracie.guillen@ms.hctx.net.

Employee Assistance Program

Contact Harris County Human Resources & Risk Management Benefits Section at **713-755-4827** to schedule an EAP Orientation Program for your department. A minimum of 15 people and a minimum of 2 hours are needed to host an on-site orientation program. Departments are encouraged to open their EAP Orientation Programs to other Harris County employees in their immediate area.

To Access the Aetna EAP Website:

www.AetnaEAP.com

1-866-849-8229

Confidential assistance is available 24 hours a day, 7 days a week at Aetna EAP program. This is a service provided as part of your benefits to you and any member of your household at no additional cost. You can turn to the EAP for help with anything that interferes with your job or personal life. Among other things, your EAP can help you with:

Stress Management
Substance Abuse/misuse
Burnout
Child and elder care
Depression
Legal concerns
Coping with Change

Family or parenting issues
Work/life balance
Marital/relationship problems
Anxiety
Anger Management
Financial issues
Self-esteem

For additional information, contact Sarah Acosta at 713-755-4827.

New Employee Orientation

**** Please note: Registration is required.**

Date	Location
September 21, 2011	1310 Prairie, Suite 230 Training Room

Open to all new employees. Learn about your health care, payroll, retirement benefits, your rights and responsibilities as an employee, training programs and other Harris County services. Registration for this class is required.

Upcoming Retirement Seminars

Date	Location	Address
November 3, 2011	Texas AgriLife Extension Auditorium	3033 Bear Creek Drive Houston, Texas 77084

Employees may register for a Retirement Seminar upon receipt of an invitation for a specific seminar.

Contact **713-755-4843** for further information.



The Training Library



Check out workbooks, CD ROM training programs, and DVDs on a variety of work related subjects and study at your own pace. The library is open for use by all Harris County Departments and employees. Material can be checked out for two weeks at a time. For more information, please call HR & RM at (713) 755-4843.

New to the library:

- FMLA (DVD)
- Ethics Training (DVD & Handouts)
- Communication Booster Shots: Prescriptions for Healthy Communications

Communication

- The Continuously Improving Self (text)
- Winning at Human Relations (text)

Compliance Training (Managers/Supervisors ONLY)

- A Concise Guide to Successful Employment Practices (text)
- HR How To: Discipline (text)
- HR How To: Harassment Prevention (text)
- HR How To: Recruiting and Hiring (text)
- It's About Respect (CD/DVD)
- Open Government Training Resources (CD/DVD)
- Sexual Harassment What You Need to Know (text)

Employee Development

- A Women's Guide to Investing (text)
- Balancing Home & Career (text)
- Concentration! (text)
- Create Your Own Future (text)
- Doubling Your Productivity (CD/DVD)
- How to Master Your Time (CD/DVD)
- How to Negotiate with Confidence (text)
- How to Talk – Secrets of Great Communication (CD/DVD)
- Influence: The Formula for Success (text)
- Managing Anger (text)

- Managing Stress for Mental Fitness (text)
- Overcoming Anxiety (text)
- Personal Time Management (CD/DVD)
- Preventing Workplace Violence (text)
- Stress that Motivates (text)
- Successful Lifelong Learning (text)
- The Oz Principle: Getting Results Through Individual and Organizational Accountability (text)
- The Miracle of Self-Discipline (CD/DVD)
- The Power of Clarity (CD/DVD)
- The Psychology of Achievement (CD/DVD)
- The Science of Self-Confidence (CD/DVD)
- The Ultimate Goals Program (CD/DVD)
- Time Management for Results (CD/DVD)
- Time Power (text)
- TQM – 50 Ways to Make It Work for You (text)
- Understanding Organizational Change (text)
- Unlock Your Potential (CD/DVD)
- Village of 100; 3rd Edition (CD/DVD)

Essential Office Skills

- 50 One-Minute Tips to Better Communication (text)
- Giving and Receiving Feedback (text)
- Office Management (text)
- Professionalism in the Office (text)

Leadership

- Behavior Based Interviewing (text)
- Leadership Made Simple (text)
- Learning to Lead (text)
- Life is a Series of Presentations (CD/DVD)
- Office Politics (text)
- Understanding Leadership Competencies (text)
- WorkSmarts: How to Get Along, Get Noticed, and Get Ahead (CD & text)

Management

- Achieving Consensus (text)
- Effective Performance Appraisals (text)
- Finance for Non-Financial Managers (text)
- Handling the Difficult Employee (text)
- Managing Disagreement Constructively (text)
- Managing Performance (text & CD)
- Managing Upwards (text)

- Preventing Workplace Violence (text)
- Retaining Employees (text)
- The Wall Street MBA – Your Personal Crash Course in Corporate Finance (text)

Supervision (Managers/Supervisors ONLY)

- Delegating and Supervising (CD/DVD)
- Discussing Performance (text & CD)
- Dynamics of Diversity (text)
- Effective Recruiting Strategies (text)
- Excellence in Supervision (text)
- Quality Interviewing (text)
- Successful Negotiation (text)
- The Fifty-Minute Supervisor (text)
- The New Supervisor (text)

Train the Trainer

- 50 One-Minute Tips for Trainers (text)
- Delivering Effective Training Sessions (text)
- Effective Presentation Skills (text)
- Sales Training Basics (text)
- Technical Presentation Skills (text)
- Training Managers to Train (text)
- Training Methods that Work (text)

Writing

- Better Business Writing (text)
- Clear Writing (text)
- Fat Free Writing (text)
- The Building Blocks of Business Writing (text)
- Writing Effective E-Mail (text)
- Writing Fitness (text)
- Writing that Sells (text)

To arrange to borrow the titles above, please call 713-755-4843 or 713-755-4396.

Description of September 2011 - February 2012 Offerings

Classes that have an asterisk * are open to managers/supervisors only

NOTE: All topics and presenters are confirmed at the time of printing and are subject to change or cancellation without notice.

12 Week Course: Wellness @ Work 2.0

(Instructor: Kari Kooi)

Want to lose weight, get healthier, reduce your blood pressure or lower your blood glucose and cholesterol? Methodist Wellness Services and Harris County present a fun, effective nutrition program that guides you to the next level from Wellness @ Work 1.0. This course involves 12 consecutive 1-hour classes that meet once a week (every Wednesday, 12:00 – 1:00 PM) beginning January 11th – March 28th. In Wellness @ Work 2.0 participants will learn the latest in nutrition trends while still following a calorie meal plan (food cards) and participating in interactive group discussion and activities. Classes are taught by a registered and licensed dietitian and will be held at 1310 Prairie, Room 230. Participants **MUST** attend 8 of the 12 classes to receive training credit. **ELIGIBILITY:** This program is only open to covered members of the Harris County Medical Plan (Aetna). This course is limited to 30 participants. **Limit: 30.**

This class is recommended for: all employees with supervisory approval.

Adapting to Change

(Instructor: Amy Castro)

Change is the only constant we can rely on in our world. Unfortunately, most people have a hard time handling change and change can be difficult to undertake. Participants will take a look at change in a positive way and approach change in a productive manner. Attendees will identify opportunities for change, how to prepare for change, and learn to overcome change resistance. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Assertiveness in Action

(Instructor: Tawnya Mitchell)

In this session, participants will understand the unspoken meaning in a situation and identify passive, aggressive, and assertive behavior. Participants will be able to identify techniques for standing up in difficult situations and for maintaining emotional control in conflict situations. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Conflict or Cooperation

(Instructor: Tawnya Mitchell)

Participants in this session will increase their awareness of conflict provoking behaviors that may exist and provide understanding on how they can be replaced with cooperative behavior. Participants will also role play and discuss the top 12 defusing tactics, as well as identify the difference between conflict avoidance and conflict resolution. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Conflict or Cooperation – Button Pushers

(Instructor: Tawnya Mitchell)

Participants in this 1 ½ hour session will identify the top 5 “button pushing” situations and discuss why they escalate rather than resolve. Learn appropriate non-escalating interventions and practice techniques with peer critique and discussion.

Limit: 35.

This class is recommended for: all employees with supervisory approval.

Conflict Resolution

(Instructor: Amy Castro)

Conflict is a natural and inevitable result of human interaction, although it is something most people see as a negative thing, conflict handled correctly can result in increased productivity and more effective working relationships. Participants in this session will learn their individual conflict style and be able to identify the style of their various coworkers. Participants will also have the opportunity to learn and practice effective conflict resolution techniques that will allow them to see conflict in a new light- as an opportunity for improvement rather than something to be dreaded and avoided. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Construction Zone

(Instructor: Tawnya Mitchell)

Participants will identify the purpose of documents and the tasks that are requested to arrange information in a clear, coherent sequence. Learn how to compose clear and concise sentences, identify and eliminate the passive voice, wordiness, and redundancy, and use correct punctuation and grammar. Attendees will identify ways to minimize word, sentence, and paragraph lengths without sacrificing clarity; practice composing effective emails; and get tips to quickly proofread and edit any piece of writing. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Construction Zone – Microsoft Word Tips Booster

(Instructor: Tawnya Mitchell)

In this 1 ½ hour session participants will identify formatting and editing tools, learn how to use tools to improving business writing, and practice tips and techniques. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Construction Zone – Tone Booster

(Instructor: Tawnya Mitchell)

In this 1 ½ hour session participants will understand business writing, the need for inclusive language, positive words, and appropriate level of comprehension. Attendees will practice composing tone appropriate messages and participate in peer critique and discussion. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

CreditAbility: Build a Strong Credit History

(Instructor: Vicki Squires)

Do you know your score? Attend this lunch and learn session to learn the significance of a credit report and credit score. Learn how to establish credit if you do not have any, rebuild a good credit history, and tips for using credit wisely. Attendees will review pitfalls, rights, and responsibilities. Note: Lunch will be provided by the Harris County Federal Credit Union. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Customer Service Excellence

(Instructor: Deedee Ostfeld)

Participants will interact as they learn to utilize each customer contact as an opportunity to build rapport and create a positive experience for internal and external customers. Attendees will identify, practice, reinforce, and strengthen skills to help connect with customers, even the angry and frustrated ones. **Limit: 25.**

This class is recommended for: all employees with supervisory approval.

Dealing with Difficult People

(Instructor: Amy Castro)

In this 1 ½ hour session participants will identify the most common difficult types of people and learn verbal and non-verbal techniques to effectively interact with those difficult people. This class is recommended for: all employees with supervisory approval. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Flexibility and Openness

(Instructor: Amy Castro)

Over time all of us have a tendency to become "set in our ways" because either our ways work or there is no reason to change what works. In other instances, it may be the fear of trying something new or failure. Participants will learn to be more flexible and open to new things, or old things in new ways. Analyze your own fears and the potential of failure, see change and its learning curve, and stay positive. Attendees will seek new challenges, skills, and opportunities. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Generational Issues in the Workplace

(Instructor: Richard Lewis & Joanne Ford-Robertson)

In this session participants focus on how age differences impact leading and managing in complex organizations. Age cohort influences on culture, work styles, professional orientation, and social etiquette is examined. Generational issues that negatively affect organizations are identified and discussed. Techniques and strategies that enhance the ability of leaders to successfully manage and motivate individuals from various age groups are presented. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

HeartSaver AED Certification

(Instructor: Barry Ponder)

HeartSaver Certification is designed to teach the basic techniques of adult CPR and use of an AED. The student will also learn about using barrier devices in CPR and giving first aid for choking. At the completion of this course, the student will have the necessary skills and under medical control be able to use the AED. At the conclusion of the course, the student should be able to describe the links in the AHA Chain of Survival, describe how to activate the local 911 system, recognize the signs of four major emergencies, demonstrate skills on the AED, pocket facemask and telephone, and demonstrate how to trouble shoot the most common problems you might encounter while using an AED. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

*** HR Laws, Policies, and Procedures**

(Instructors: Jay Aldis)

Jay Aldis will present an in-depth overview of important HR laws and Harris County HR policies and procedures. **Limit: 35.**

This class is recommended for: Managers/Supervisors

Leading Across Generations

(Instructor: Amy Castro)

Every organization in the United States is experiencing a new set of workplace dynamics based on the phenomenon of five generations working together. Participants will identify defining characteristics of the five generations, recognize issues and situations that may be influenced by the generational differences, and learn tips to work successfully in a multigenerational

work environment. Attendees will also use the M.E.E.T. model to communicate effectively and maintain a respect-filled workplace. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

*** Leading and Managing**

(Instructors: Richard Lewis and Joanne Ford-Robertson)

Managers/Supervisors will focus on developing leaders within their organization. During this session, individual leadership and management skills are evaluated and a leadership grid is developed to determine strengths and weaknesses. Team building, goal setting, effective communication, and strategic planning are addressed. Explore organizational change and learn how to assess the ability for leading change initiatives. **Limit: 35 Managers/Supervisors**

This class is recommended for: Managers/Supervisors

*** Maintaining Incredible Focus and Concentration**

(Instructor: Margaret Johnson)

Managers/Supervisors in this session will examine why it is so hard to focus and learn how to better manage distractions. Attendees will improve their ability to find insights to help them solve problems and practice mental and practical exercises to improve focus and concentration to increase productivity. **Limit: 35 Managers/Supervisors**

This class is recommended for: Managers/Supervisors.

*** Managing Change**

(Instructor: Amy Castro)

Managers/Supervisors in this session will cover the techniques, theories, and activities to lead and manage the implementation of organizational change. Participants will learn to prepare for change, how to effectively communicate change, get cooperation from change-resistant employees, and sustain positive results from the change. **Limit: 35.**

This class is recommended for: Managers/Supervisors

Minutes Matter

(Instructor: Tawnya Mitchell)

Participants in this session will complete a personal time management assessment to identify "timewasters" and discover techniques to decrease them. Attendees will learn to establish and maintain priorities, effectively sort key tasks and duties, and identify tips and techniques for using technology tools to assist. Participants will develop a personal plan to implement more effective time management techniques in the workplace. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Notary Training and Certification

(Instructor: Jack Sticklen, State Notary Commission)

Legal procedures for processing documentation, state record keeping requirements, state application processing for non-notaries who want to apply for Notary Public certification, new laws from the 78th legislative session, and liability protection for employees and employers, will be covered in this session. Harris County Human Resources & Risk Management pays the fee for the notary training and course manual for each person confirmed for this seminar. Notary application fees and notary supply fees are not covered by Harris County Human Resources & Risk Management.

State application processing for those who are not notaries, but would like to apply, will take place at the seminar and required notary supplies will be available for purchase. Fees for non-covered materials are noted below:

- Application fee for non notaries and those who need to renew their commissions: \$71.00 per 4 year term
- Notary Record Book: \$15.50 (required for new applicants or those who do not have this item)
- Notary Seal: \$17.25 (required for all new applicants and those renewing their commission)

Please note: Individuals who are currently notaries must renew their commission during the last 90 days of the commission period to continue their status as a notary. Limit: 25.

This class is recommended for: all employees with supervisory approval.

Peer Today, Boss Tomorrow

(Instructor: Margaret Johnson)

In this 1 ½ hour session, participants will be able to define the four strategies to help navigate the transition from peer to boss effectively. Participants will learn how to accept their role and set boundaries for their relationships with former peers whom they now manage. Attendees will improve communication skills by examining behavior styles and more appropriate ways to deal with each style. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Power Tools

(Instructor: Tawnya Mitchell)

Participants in this session will examine the difference between proofreading and editing. Learn the symbols used most frequently in proofing and editing texts and identify common errors in business writing. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Power Tools – Proofing Practice

(Instructor: Tawnya Mitchell)

In this 1 ½ hour session participants will identify methods for proofing and editing content, structure, spelling, grammar, and usage. Attendees will practice proofreading and editing skills using samples provided and participate in group discussion regarding changes made. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

*** Preventing Sexual Harassment in the Workplace**

(Instructor: Jay Aldis)

Using an interactive training video accompanied by live presentation, the viewer is walked through various employment scenarios involving harassment, its prevention, and investigation. Definitions of harassment are provided, along with strategies for avoiding it. **Limit: 35 Managers/Supervisors**

This class is recommended for: Managers/Supervisors

Preventing Sexual Harassment in the Workplace

(Instructor: Jay Aldis)

With an interactive training video accompanied by live presentations, the participant is walked through various employment scenarios involving harassment, its prevention, and investigation. Definitions of harassment are provided, along with strategies for avoiding it. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Projecting Professionalism

(Instructor: Tawnya Mitchell)

Participants in this session will become aware of the importance of projecting professional images through email, correspondence, and phone etiquette by understanding the impact of first impressions. Understand the importance of greetings, introductions and initial conversations, and identify techniques to improve and polish speaking skills. Learn specific tips to improve professional image through dress, posture, poise, and body language, to match experience with expectations and performance. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

Take Charge – Wise Use of Credit Cards

(Instructor: Vicki Squires)

In this lunch and learn session, participants will find out the benefits and the hidden costs of credit cards; how to evaluate credit card offers; how to avoid credit card fraud, how to cancel unused credit cards, and tips on how to build a good credit history. Participants will learn how and why it is important to review their credit reports; how to interpret their credit score; and how to read their credit reports. Lunch will be provided by the Harris County Federal Credit Union.

Note: Employees who would like an opportunity to go over their individual credit report with a loan officer immediately following the session should obtain a copy of their credit report prior to the class. Consumers can request a free copy by using the following link: <https://www.annualcreditreport.com> Limit: 35.

This class is recommended for: all employees with supervisory approval.

The Dirty Dozen

(Instructor: Tawnya Mitchell)

Participants in this session will learn and recognize the different personality types with both co-workers and customers. Attendees will learn techniques to work effectively with all personality types to become productive. Limit: 35.

This class is recommended for: all employees with supervisory approval.

The Glass is Half Full! Shifting Perception to Achieve Results

(Instructor: Margaret Johnson)

Participants in this session will examine their thinking patterns and learn to look for opportunities rather than problems, strengths more than weaknesses, and what can be done instead of what can't. Also, attendees will identify those areas where they react negatively and change the way they see themselves, others, and situations, while practicing practical applications. Limit: 35.

This class is recommended for: all employees with supervisory approval.

Three Steps to Getting Things Done

(Instructor: Amy Castro)

These days so many people are being asked to do "more with less" at work and struggling to get everything done. In this session participants will learn how to create a productive work environment, prioritize their daily activities, and manage procrastination. Attendees will get tips to get started and stay on task until the task is done. Limit: 35.

This class is recommended for: all employees with supervisory approval.

Transition and Diversity

(Instructors: Richard Lewis & Joanne Ford-Robertson)

In this interactive session participants will understand societal change and its impact on the workforce. Participants will also familiarize themselves with primary diversity dimensions of race, ethnicity, sex, age, and social class. Limit: 35.

This class is recommended for: all employees with supervisory approval.

Under Construction – Grammar and Usage Booster

(Instructor: Tawnya Mitchell)

Participants in this 1 ½ hour session will understand and use appropriate sentence grammar, and utilize grammatical conventions to write accurate texts that are appropriate to the task. Limit: 35.

This class is recommended for: all employees with supervisory approval.

Under Construction – Punctuation Booster

(Instructor: Tawnya Mitchell)

Participants in this 1 ½ hour session will define, recognize, and correctly use periods, commas, apostrophes, colons, semicolons, hyphens, and questions. Attendees will practice tips and tools in the exercises provided. Limit: 35.

This class is recommended for: all employees with supervisory approval.

Wellness Lecture Series: Anger Management & Emotional Intelligence

(Instructor: Judy Entzenberger)

Anger is a powerful human emotion that has physical, psychological, and interpersonal consequences. The first part of this class will explore those areas and provide tips to manage angry responses. Objectives include defining anger, physiological responses to anger, identifying anger, proactive approaches to anger and managing anger. The second part of this class will cover emotional intelligence to improve relationships. The content of this half is based upon Daniel Goldman's work that

identifies the four components of emotional awareness. It will help identify the range of emotions and how they affect both work and home relationships. Objectives include defining the four major aspects of emotional intelligence, discussing the applications in the business setting and discussing the applications in your personal relationships. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

WLS: Are You At Risk for Metabolic Syndrome?

!!NEW!!

(Instructor: Kari Kooi)

Metabolic syndrome is among the newest health risks to debut in the public consciousness. What exactly is it and what does it tell you about your future health? An estimated 47 million US adults have metabolic syndrome. It is caused by poor diet, sedentary lifestyle and genetic predisposition. This presentation will define metabolic syndrome and review its markers. Participants will learn what it takes to reduce or avoid metabolic syndrome. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

WLS: Be a Black Belt in Wellness

!!NEW!!

(Instructor: Kari Kooi)

By shifting the focus from outcomes to actions, participants will learn what it takes to be a master at staying healthy and well throughout their lives. This presentation takes a holistic perspective on wellness and defines the set of wellness skills which can be mastered by anyone. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

WLS: Bullying & Internet Safety for Parents

!!NEW!!

(Instructor: Judy Entzenberger)

The first part of this seminar provides information on recognizing the signs of bullying and how to prevent or cope with it. Content to be covered includes types of bullying; talking with children about bullying; signs your child may be being bullied; coping tips for children being bullied; and what to do if you suspect your child is bullying others. The second part of the seminar covers internet safety. The Internet is an invaluable educational resource, but it presents potential safety concerns for children. Participants will learn critical tips to protect children and to guide them to a positive online experience. Content to be covered includes internet safety measures and guidelines to establish with children; inherent risks on Facebook, Myspace, Xanga, other social networks and chat rooms; and instant messaging. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

WLS: Great Holiday Expectations

!!NEW!!

(Instructor: Kari Kooi)

Challenges abound for all of us to make it from Halloween to New Year's with our lifestyles intact. Food, friends, families and fun (or the lack of it) all add to our stress levels. This presentation will provide affirmation to participants that it can indeed be a difficult time of year as well as strategies to deal with the challenges. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.

WLS: Resiliency-Getting Back Up and Keeping It Going!

!!NEW!!

(Instructor: Judy Entzenberger)

We all face difficult times in our careers and in our personal lives at one time or another; the challenge is how to get back up and into the game. In the first half of this seminar, participants will learn the most important skill today — how to forge forward in spite of adversity! Content to be covered includes having a step-by-step action plan to build a resilient mindset; setting strategies to get you recharged and find motivation during difficult times; and having tools to develop positive beliefs, attitudes and behaviors for increased resiliency and life satisfaction. In the second half of the seminar, participants will identify their biggest challenges — the events or issues in their lives that are keeping them down and learn best practices to overcoming those hurdles. Some common topics include: handling negative people; weight and illness challenges; financial dilemmas; and parenting strong-willed children. **Limit: 35.**

This class is recommended for: all employees with supervisory approval.



all is well at Harris County



www.wellathctx.com

Password: WELL4HCTX

September 2011 - February 2012 Wellness Program Schedule

Activity	Date(s)	Location (if applicable)
SEPTEMBER		
National Cholesterol Education Month	9/1-30	County-wide
September Tuesday/Thursday GUMBO Boot Camp**	9/6-29	5:15 pm – 6:15 pm 1200 Congress, 1st Floor Training
RD on the Go** (by appointment)	9/7	8:00 am – 4:30 pm 1310 Prairie, Suite 230
Wellness Lecture Series: Bullying & Internet Safety for Parents**	9/7	8:30 am – 10:30 am 1310 Prairie, Suite 230 Training Room
September Monday/Wednesday GUMBO Boot Camp**	9/7-28	5:15 pm – 6:15 pm 1200 Congress, 1st Floor Training
September Monday/Wednesday GUMBO Boot Camp**	9/7-28	5:15 pm – 6:15 pm 8410 Lantern Point, Community Services Auditorium
September Monday/Wednesday GUMBO Boot Camp**	9/12-28	5:30 pm – 6:30 pm Collins Park 6727 Cypresswood Drive, Spring
Live Healthy Harris County 8-Week Step 2 It Challenge – BEGINS!	9/13 – 11/7	County-wide
September Tuesday/Thursday GUMBO Boot Camp**	9/13-29	5:15 pm – 6:15 pm Allenbrook Park 4111 Allenbrook Drive, Baytown
Employee Health Screenings & Flu Shots	9/15 – 11/7	County-wide See schedule for locations/times
RD on the Go** (by appointment)	9/21	8:00 am – 4:30 pm 1310 Prairie, Suite 230
Exercise Classes: Yoga For Every Body**	9/22 – 11/17	11:00 am – 12:00 pm 1310 Prairie, 16th Floor Conf. Room
Exercise Classes: Yoga For Every Body**	9/22 – 11/17	12:00 pm – 1:00 pm 1310 Prairie, 16th Floor Conf. Room
Onsite Mammograms by The Rose** (by appointment)	9/29-30	8:45 am – 3:45 pm 1310 Prairie, Room 240

OCTOBER		
National Breast Cancer Awareness Month	10/1-31	County-wide
Onsite Mammograms by The Rose** (by appointment)	10/3-4	8:45 am – 3:45 pm 1310 Prairie, Room 240
October Monday/Wednesday GUMBO Boot Camp**	10/3-31	5:15 pm – 6:15 pm 1200 Congress, 1st Floor Training
October Monday/Wednesday GUMBO Boot Camp**	10/3-31	5:15 pm – 6:15 pm 8410 Lantern Point, Community Services Auditorium
October Monday/Wednesday GUMBO Boot Camp**	10/3-31	5:30 pm – 6:30 pm Collins Park 6727 Cypresswood Drive, Spring
October Tuesday/Thursday GUMBO Boot Camp**	10/4-27	5:15 pm – 6:15 pm 1200 Congress, 1st Floor Training
October Tuesday/Thursday GUMBO Boot Camp**	10/4-27	5:15 pm – 6:15 pm Allenbrook Park 4111 Allenbrook Drive, Baytown
RD on the Go** (by appointment)	10/5	8:00 am – 4:30 pm 1310 Prairie, Suite 230
RD on the Go** (by appointment)	10/26	8:00 am – 4:30 pm 1310 Prairie, Suite 230
NOVEMBER		
American Diabetes Month	11/1-30	County-wide
November Tuesday/Thursday GUMBO Boot Camp**	11/1-29	5:15 pm – 6:15 pm 1200 Congress, 1st Floor Training
November Tuesday/Thursday GUMBO Boot Camp**	11/1-29	5:15 pm – 6:15 pm Allenbrook Park 4111 Allenbrook Drive, Baytown
RD on the Go** (by appointment)	11/2	8:00 am – 4:30 pm 1310 Prairie, Suite 230
November Monday/Wednesday GUMBO Boot Camp**	11/2-30	5:15 pm – 6:15 pm 1200 Congress, 1st Floor Training
November Monday/Wednesday GUMBO Boot Camp**	11/2-30	5:15 pm – 6:15 pm 8410 Lantern Point, Community Services Auditorium
November Monday/Wednesday GUMBO Boot Camp**	11/2-30	5:30 pm – 6:30 pm Collins Park 6727 Cypresswood Drive, Spring
Houston Heart Walk	11/5	9:00 am – 12:00 pm Sam Houston Park (downtown) 1100 Bagby St.
Live Healthy Harris County Step 2 It Challenge – ENDS!	11/7	County-wide
Wellness Lecture Series: Great Holiday Expectations**	11/9	8:30 am – 10:30 am 1310 Prairie, Suite 230 Training Room

Live Healthy Harris County Maintain-Don't Gain Challenge – REGISTRATION OPENS!	11/11	County-wide
Onsite Mammograms by The Rose** (by appointment)	11/14-15	8:45 am – 3:45 pm 1310 Prairie, Room 240
RD on the Go** (by appointment)	11/16	8:00 am – 4:30 pm 1310 Prairie, Suite 230
Live Healthy Harris County Maintain-Don't Gain Challenge – BEGINS!	11/22-1/2/2012	County-wide
DECEMBER		
Safe Toys & Gifts Month	12/1-31	County-wide
December Tuesday/Thursday GUMBO Boot Camp**	12/1-15	5:15 pm – 6:15 pm 1200 Congress, 1st Floor Training
December Monday/Wednesday GUMBO Boot Camp**	12/5-14	5:15 pm – 6:15 pm 1200 Congress, 1st Floor Training
December Monday/Wednesday GUMBO Boot Camp**	12/5-14	5:15 pm – 6:15 pm 8410 Lantern Point, Community Services Auditorium
RD on the Go** (by appointment)	12/7	8:00 am – 4:30 pm 1310 Prairie, Suite 230
Wellness Lecture Series: Anger Management & Emotional Intelligence**	12/7	8:30 am – 10:30 am 1310 Prairie, Suite 230 Training Room
Onsite Mammograms by The Rose** (by appointment)	12/12-13	8:45 am – 3:45 pm 1310 Prairie, Room 240
JANUARY		
Live Healthy Harris County Maintain-Don't Gain Challenge – ENDS!	1/2	County-wide
January Monday/Wednesday GUMBO Boot Camp**	1/9-30	5:15 pm – 6:15 pm 1200 Congress, 1st Floor Training
January Monday/Wednesday GUMBO Boot Camp**	1/9-30	5:15 pm – 6:15 pm 8410 Lantern Point, Community Services Auditorium
January Tuesday/Thursday GUMBO Boot Camp**	1/10-31	5:15 pm – 6:15 pm 1200 Congress, 1st Floor Training
RD on the Go** (by appointment)	1/11	8:00 am – 4:30 pm 1310 Prairie, Suite 230
12 Week Course: Wellness @ Work 2.0**	1/11-3/28	12:00 pm – 1:00 pm 1310 Prairie, Suite 230 Training Room
Wellness Lecture Series: Be a Black Belt in Wellness**	1/18	8:30 am – 10:30 am 1310 Prairie, Suite 230 Training Room
RD on the Go** (by appointment)	1/25	8:00 am – 4:30 pm 1310 Prairie, Suite 230

FEBRUARY		
American Heart Month	2/1-29	County-wide
Wellness Lecture Series: Resiliency-Getting Back Up and Keeping It Going!**	2/1	8:30 am – 10:30 am 1310 Prairie, Suite 230 Training Room
February Monday/Wednesday GUMBO Boot Camp**	2/1-29	5:15 pm – 6:15 pm 1200 Congress, 1st Floor Training
February Monday/Wednesday GUMBO Boot Camp**	2/1-29	5:15 pm – 6:15 pm 8410 Lantern Point, Community Services Auditorium
February Tuesday/Thursday GUMBO Boot Camp**	2/2-28	5:15 pm – 6:15 pm 1200 Congress, 1st Floor Training
RD on the Go** (by appointment)	2/8	8:00 am – 4:30 pm 1310 Prairie, Suite 230
Wellness Lecture Series: Are You At Risk for Metabolic Syndrome?**	2/15	8:30 am – 10:30 am 1310 Prairie, Suite 230 Training Room
RD on the Go** (by appointment)	2/22	8:00 am – 4:30 pm 1310 Prairie, Suite 230

**Dates, locations and program content subject to change.*

***Posted on the Training website (<http://www.hctx.net/training/>) for registration*

2011 Employee Health Screenings, Wellness Incentive & Season Flu Shots

Join us September 15th – November 7th

Seasonal flu shots, health screenings and the 2011 Wellness Incentive will be in one place at a location near you!

Employee Health Screenings & 2011 Wellness Incentive

Health screenings are open to employees covered by the Harris County Medical Plan (Aetna) and are provided at NO COST with your Aetna insurance card.

Earn your 2011 Wellness Incentive, a \$25.00 Walmart gift card*, by doing the following:

1. Complete or update your Simple Steps To A Healthier Life[®] health assessment found online by logging on to Aetna Navigator, your secure member website at www.aetna.com.
2. Receive an onsite health screening. Health screenings include a blood test via fasting fingerstick**, height, weight and body mass index (BMI) calculation, blood pressure and pulse and same-day confidential results with counseling.

Gift cards will be issued at the event upon meeting the requirements for the 2011 Wellness Incentive.

Screening Appointment Information:

Make your health screening appointment online at <http://tiny.cc/harris2011>, or call 713-755-7057, Monday through Friday, 8 a.m. to 5 p.m. for assistance.

Health screenings provided by Summit Health[™].

*Limited to the first 3,000 participants (covered employees only) who complete or update their Simple Steps To A Healthier Life[®] health assessment **and** receive a health screening from September 15, 2011 through November 7, 2011. Gift cards will not be mailed.

**9-hour fast required before testing. Black coffee and water permitted. Fasting test will include cholesterol (TC), HDL, TC/HDL ratio, LDL, triglycerides, blood glucose. A non-fasting test will be available and includes total cholesterol, HDL, TC/HDL ratio, blood glucose.

Seasonal Flu Shots

Seasonal flu shots are open to employees, retirees and dependents (6 months and older) covered by the Harris County Medical Plan (Aetna) and are provided at **NO COST** with your Aetna insurance card. If you are a new, full-time employee NOT YET covered by the Harris County Medical Plan but within your 90-day probation period, you **MUST** present your County ID badge and provide your 6-digit employee ID number to receive the flu shot at no cost.

For covered members wishing to get a seasonal **flu shot only**, NO APPOINTMENT IS NECESSARY.

Seasonal flu vaccinations provided by Texas Vaccine Institute.

2011 Health Screening & Seasonal Flu Shot Schedule

DATE	TIME	LOCATION	ROOM(S)
Thursday, September 15th	7:00 am – 1:00 pm	Anderson Clayton Building 1310 Prairie	16th Floor Conference Suite
Friday, September 16th	8:00 am – 12:00 pm	Annex 3 Humble Courthouse 7900 Will Clayton PKWY	Courtroom & FPM Room
Monday, September 19th	7:00 am – 11:00 pm	Annex 83 Public Health & Environmental Services 2223 W. Loop South	Conference Room 532
Tuesday, September 20th	7:00 am – 11:00 am	Administration Building 1001 Preston	1st Floor Conference Room
Wednesday, September 21st	7:00 am – 11:00 am	Administration Building 1001 Preston	1st Floor Conference Room
Thursday, September 22nd	6:30 am – 11:30 am	Commissioner Precinct 3 Westside Service Center 16635 Clay Rd	Meeting Room
Tuesday, September 27th	8:00 am – 12:00 pm	Annex 40 601 Lockwood	Background Training Room
Wednesday, September 28th	6:00 am – 10:00 am	Flood Control District South Service Center 5301 Alameda Genoa Rd	Meeting Room
Thursday, September 29th	6:00 am – 10:00 am	Flood Control District North Service Center 7522 Prairie Oak Dr	Pavilion
Friday, September 30th	7:00 am – 11:00 am	Flood Control District Administrative Offices 9900 NW Freeway	1st Floor Training Room
Monday, October 3rd	8:00 am – 12:00 pm	Children's Assessment Center 2500 Bolsover	3rd Floor Training Room
Tuesday, October 4th	8:00 am – 12:00 pm	John P. Phelps Center 101 S. Richey (Pasadena)	Precinct 2 Training Room
Wednesday, October 5th	7:00 am – 11:00 am	Juvenile Justice Center 1200 Congress	1st Floor Training Room
Thursday, October 6th	7:30 am – 11:30 am	Annex M-Murworth 8410 Lantern Point	Community Services Auditorium
Friday, October 7th	8:00 am – 12:00 pm	Annex 17 Cypresswood Courthouse 6831 Cypresswood Dr	Constable's Conference Room & JP Hearing Room
Monday, October 10th	8:00 am – 12:00 pm	Juvenile Probation Leadership Academy 9120 Katy Hockley Rd	Gym
Tuesday, October 11th	9:00 am – 2:00 pm	701 County Jail 701 N. San Jacinto	ODR
Wednesday, October 12th	7:00 am – 11:00 am	Civil Courts Building 201 Caroline	17th Floor Ceremonial Conference Suite

Wednesday, October 12th	9:00 pm – 12:00 am	1200 County Jail1 1200 Baker St	Conference Room
Thursday, October 13th	8:00 am – 12:00 pm	Public Library Admin. Offices 8080 El Rio	Training Room
Thursday, October 13th	9:00 pm – 12:00 am	701 County Jail2 701 N. San Jacinto	ODR
Friday, October 14th	7:00 am – 11:00 am	Annex 13-Constable PCT 5 17423 Katy Freeway	2nd Floor Training Room
Monday, October 17th	8:00 am – 12:00 pm	Protective Services Youth Service Center 6300 Chimney Rock	Room 204
Tuesday, October 18th	8:00 am – 12:00 pm	Institute of Forensic Sciences 1885 Old Spanish Trail	1st Floor Training Room
Wednesday, October 19th	7:00 am – 11:00 am	Criminal Justice Center 1201 Franklin	7th Floor Attorney Ready Room
Thursday, October 20th	8:00 am – 12:00 pm	Tom Bass Community Center 15108 Cullen Dr	Meeting Room
Friday, October 21st	8:00 am – 12:00 pm	Annex 8 Baytown Courthouse 701 W. Baker Rd	Courtroom
Tuesday, October 25th	8:00 am – 12:00 pm	Juvenile Probation Youth Village 210 J.W. Mills Dr (Seabrook)	
Wednesday, October 26th	7:00 am – 11:00 pm	Commissioner Precinct 4 Lyons Maintenance Camp 11920 TC Jester	Meeting Room
Thursday, October 27th	8:00 am – 12:00 pm	Toll Road Authority Administrative Offices 7701 Wilshire Place Dr	
Friday, October 28th	8:00 am – 12:00 pm	Toll Road Authority Westside Service Center 2707 W. Sam Houston PKWY N.	Courtroom
Monday, October 31st	8:00 am – 12:00 pm	Annex E-Palm Center 5290 Griggs Rd	Constable Precinct 7 Training Room
Tuesday, November 1st	8:00 am – 12:00 pm	Annex 25 – Kyle Chapman 7330 Spencer Highway	Early Voting Room
Monday, November 7th	8:00 am – 12:00 pm	Annex 26 – Jim Fonteno 14350 Wallisville Rd	Courtroom

1. The event at 1200 County Jail on October 12th, 9:00 PM – 12:00 AM will only have seasonal flu shots available.
2. The event at 701 County Jail on October 13th, 9:00 PM – 12:00 AM, will only have seasonal flu shots available.

Wellness Training Classes

Course	Day	Date	Time	Location	Hours
WLS: Bullying & Internet Safety for Parents	Wednesday	September 7	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
WLS: Great Holiday Expectations	Wednesday	November 9	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
WLS: Anger Management & Emotional Intelligence	Wednesday	December 7	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
12 Week Course: Wellness at Work 2.0	Wednesdays	January 11 – March 28	12:00 pm – 1:00 pm	1310 Prairie, Suite 230 Training Room	XXXXX
WLS: Be a Black Belt in Wellness	Wednesday	January 18	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
WLS: Resiliency-Getting Back Up and Keeping It Going!	Wednesday	February 1	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0
WLS: Are You at Risk for Metabolic Syndrome?	Wednesday	February 15	8:30 am – 10:30 am	1310 Prairie, Suite 230 Training Room	2.0

RD on the Go Program

This program provides onsite, preventive nutrition and diet counseling by a registered and licensed dietitian from The Methodist Hospital. Sessions are 30 minutes in length and are at 1310 Prairie, Room 230. Registration is required for this program and is available on the Training website (<http://www.hctx.net/training/>). **ELIGIBILITY:** This program is only open to covered members of the Harris County Medical Plan (Aetna).

Day	Date	Time	Appt. Length	Location
Wednesday	September 7	8:00 am – 4:30 pm	30 minutes	1310 Prairie, Room 230
Wednesday	September 21	8:00 am – 4:30 pm	30 minutes	1310 Prairie, Room 230
Wednesday	October 5	8:00 am – 4:30 pm	30 minutes	1310 Prairie, Room 230
Wednesday	October 26	8:00 am – 4:30 pm	30 minutes	1310 Prairie, Room 230
Wednesday	November 2	8:00 am – 4:30 pm	30 minutes	1310 Prairie, Room 230
Wednesday	November 16	8:00 am – 4:30 pm	30 minutes	1310 Prairie, Room 230
Wednesday	December 7	8:00 am – 4:30 pm	30 minutes	1310 Prairie, Room 230

Wednesday	January 11	8:00 am – 4:30 pm	30 minutes	1310 Prairie, Room 230
Wednesday	January 25	8:00 am – 4:30 pm	30 minutes	1310 Prairie, Room 230
Wednesday	February 8	8:00 am – 4:30 pm	30 minutes	1310 Prairie, Room 230
Wednesday	February 22	8:00 am – 4:30 pm	30 minutes	1310 Prairie, Room 230

Onsite Mammography Program

The Rose, a non-profit breast cancer organization, provides their mobile (film) mammography services to eligible Harris County employees and covered dependents at the Anderson-Clayton Building (1310 Prairie) in Room 240. Registration is required for this program and is available on the Training website (<http://www.hctx.net/training/>). **ELIGIBILITY:** Covered members of the Harris County Medical Plan (Aetna) that meet the plan criteria for receiving routine mammography:

- 1 baseline mammography for ages 35-40 years
- Age 40 years and older, 1 mammography every calendar year

Women who are under age 35, have been diagnosed with breast cancer within the prior two years, are pregnant or currently breastfeeding, have implants or are experiencing symptoms cannot be screened by The Rose's mobile mammography.

Day	Date	Time	Appt. Length	Location
Thursday	September 29	9:00 am – 3:45 pm	15 minutes	1310 Prairie, Room 240
Friday	September 30	9:00 am – 3:45 pm	15 minutes	1310 Prairie, Room 240
Monday	October 3	9:00 am – 3:45 pm	15 minutes	1310 Prairie, Room 240
Tuesday	October 4	9:00 am – 3:45 pm	15 minutes	1310 Prairie, Room 240
Monday	November 14	9:00 am – 3:45 pm	15 minutes	1310 Prairie, Suite 230 Training Room
Tuesday	November 15	9:00 am – 3:45 pm	15 minutes	1310 Prairie, Suite 230 Training Room
Monday	December 12	9:00 am – 3:45 pm	15 minutes	1310 Prairie, Room 240
Tuesday	December 13	9:00 am – 3:45 pm	15 minutes	1310 Prairie, Room 240

Exercise Classes

GUMBO Boot Camp

(Instructors: Downtown M/W – Yolanda Bailey, Downtown T/TH – Stephanie Gilder, Annex M M/W – Salat Bukari)

G.U.M.B.O. (Get Up & Move your Butt Operation) Boot Camp is a challenging workout that incorporates cardio, endurance, partner resistance, core and strength training using body weight and dumbbells to create a lean, strong, healthy body. Your fitness regimen will include group challenges, kickboxing, plyometrics, obstacle courses and core training! G.U.M.B.O. is for all fitness levels – whether you work out daily or haven't worked out since high school. All activities are structured so that you can choose the appropriate intensity for your fitness level. Participation is voluntary and employees should use personal time to attend. Also, participants will need water, a mat, a pair of 3-5 lb. dumbbells, comfortable clothing and a determined attitude. *Downtown classes limited to 45; Annex M class limited to 25.*

Exercise Classes: Yoga for Every Body

(Instructor: The Methodist Hospital)

This course involves 9 consecutive 1-hour classes that meet once a week on Thursdays (11:00 am – 12:00 pm) and (12:00 pm – 1:00 pm). Beginning with basic poses, participants will develop strength and flexibility, improve their balance and learn to use their breath to experience deeper and deeper levels of relaxation. Classes are taught by a certified Personal Trainer from The Methodist Hospital and each week participants will review their progress, learn new yoga exercises for improving flexibility and relieving stress and tension. All classes will be held at 1310 Prairie, 16th Floor Conference Room (Anderson-Clayton Building). This class is **NOT** considered training and employees should use personal time to attend. *This class is limited to 30 participants.*

Class	Day	Date	Time	Location	No Class
September Tuesday/Thursday GUMBO Boot Camp	Tuesday & Thursday	September 6-29	5:15 pm – 6:15 pm	1200 Congress, 1st Floor Training Room	N/A
September Monday/Wednesday GUMBO Boot Camp	Monday & Wednesday	September 7-28	5:15 pm – 6:15 pm	1200 Congress, 1st Floor Training Room	9/14
September Monday/Wednesday GUMBO Boot Camp	Monday & Wednesday	September 7-28	5:15 pm – 6:15 pm	8410 Lantern Point, CSD Auditorium	N/A
September Monday/Wednesday GUMBO Boot Camp	Monday & Wednesday	September 12-28	5:30 pm – 6:30 pm	6727 Cypresswood Drive – Collins Park	N/A
September Tuesday/Thursday GUMBO Boot Camp	Tuesday & Thursday	September 13-29	5:15 pm – 6:15 pm	4111 Allenbrook Drive Baytown Allenbrook Park	N/A
Exercise Classes: Yoga For Every Body	Thursday	September 22 – November 17	11:00 am – 12:00 pm	1310 Prairie, 16th Floor Conference Room	N/A
Exercise Classes: Yoga For Every Body	Thursday	September 22 – November 17	12:00 pm – 1:00 pm	1310 Prairie, 16th Floor Conference Room	N/A
October Monday/Wednesday GUMBO Boot Camp	Monday & Wednesday	October 3-31	5:15 pm – 6:15 pm	1200 Congress, 1st Floor Training Room	N/A

October Monday/Wednesday GUMBO Boot Camp	Monday & Wednesday	October 3-31	5:15 pm – 6:15 pm	8410 Lantern Point, CSD Auditorium	N/A
October Monday/Wednesday GUMBO Boot Camp	Monday & Wednesday	October 3-31	5:30 pm – 6:30 pm	6727 Cypresswood Drive – Collins Park	N/A
October Tuesday/Thursday GUMBO Boot Camp	Tuesday & Thursday	October 4-27	5:15 pm – 6:15 pm	1200 Congress, 1st Floor Training Room	N/A
October Tuesday/Thursday GUMBO Boot Camp	Tuesday & Thursday	October 4-27	5:15 pm – 6:15 pm	4111 Allenbrook Drive Baytown Allenbrook Park	N/A
November Tuesday/Thursday GUMBO Boot Camp	Tuesday & Thursday	November 1-29	5:15 pm – 6:15 pm	1200 Congress, 1st Floor Training Room	11/22, 11/24
November Tuesday/Thursday GUMBO Boot Camp	Tuesday & Thursday	November 1-29	5:15 pm – 6:15 pm	4111 Allenbrook Drive Baytown Allenbrook Park	11/22, 11/24
November Monday/Wednesday GUMBO Boot Camp	Monday & Wednesday	November 2-30	5:15 pm – 6:15 pm	1200 Congress, 1st Floor Training Room	11/21, 11/23
November Monday/Wednesday GUMBO Boot Camp	Monday & Wednesday	November 2-30	5:15 pm – 6:15 pm	8410 Lantern Point, CSD Auditorium	11/21, 11/23
November Monday/Wednesday GUMBO Boot Camp	Monday & Wednesday	November 2-30	5:30 pm – 6:30 pm	6727 Cypresswood Drive – Collins Park	11/21, 11/23
December Tuesday/Thursday GUMBO Boot Camp	Tuesday & Thursday	December 1-15	5:15 pm – 6:15 pm	1200 Congress, 1st Floor Training Room	N/A
December Monday/Wednesday GUMBO Boot Camp	Monday & Wednesday	December 5-14	5:15 pm – 6:15 pm	1200 Congress, 1st Floor Training Room	N/A
December Monday/Wednesday GUMBO Boot Camp	Monday & Wednesday	December 5-14	5:15 pm – 6:15 pm	8410 Lantern Point, CSD Auditorium	N/A
January Monday/Wednesday GUMBO Boot Camp	Monday & Wednesday	January 9-30	5:15 pm – 6:15 pm	1200 Congress, 1st Floor Training Room	N/A
January Monday/Wednesday GUMBO Boot Camp	Monday & Wednesday	January 9-30	5:15 pm – 6:15 pm	8410 Lantern Point, CSD Auditorium	N/A
January Tuesday/Thursday GUMBO Boot Camp	Tuesday & Thursday	January 10-31	5:15 pm – 6:15 pm	1200 Congress, 1st Floor Training Room	N/A
February Monday/Wednesday GUMBO Boot Camp	Monday & Wednesday	February 1-29	5:15 pm – 6:15 pm	1200 Congress, 1st Floor Training Room	N/A
February Monday/Wednesday GUMBO Boot Camp	Monday & Wednesday	February 1-29	5:15 pm – 6:15 pm	8410 Lantern Point, CSD Auditorium	N/A
February Tuesday/Thursday GUMBO Boot Camp	Tuesday & Thursday	February 2-28	5:15 pm – 6:15 pm	1200 Congress, 1st Floor Training Room	N/A

Wellness Challenges

Live Healthy Harris County (LHHC) is a physical fitness and weight maintenance program sponsored by Harris County and Aetna in conjunction with Live Healthy America.

To register, go to www.livehealthyhouston.org

- Enter the Group Registration Code, **LHHC**, to get to the Live Healthy Harris County Registration page.
- Teams may have 2-10 members and captains are allowed to manage multiple teams.

Challenge	Type	Registration Opens	Start	End	Fee*
LHHC 8 Week Step 2 It	Step counting (activity)	August 1	September 13	November 7	None
LHHC 6 Week Maintain- Don't Gain	Weight maintenance	November 11	November 22	January 2	None

*Eligible participants for the Live Healthy Harris County challenges include employees, dependents (18 years and older) and retirees covered by the Harris County Medical Plan (Aetna). Eligibility is subject to verification. Please contact Human Resources & Risk Management, Benefits Division at 713-755-7057 for more information.